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WHAT'S NEW?

FRO recently updated its website to serve you better. Whether you're a support payor or recipient, we've written and organized information so you can find what you need to know more quickly and easily. The site features various videos that tell our story. Visit www.ontario.ca/FRO to learn more.

I am ...

**a payor**Information for
people paying
support**a recipient**Information for
people owed
support

STATS

Between October 1, 2011 and December 31, 2011, the Family Responsibility Office:

- Collected \$162,095,112
- Answered 468,609 calls through the automated information line
- Suspended 896 driver's licences
- Garnished \$87,829 in lottery winnings
- Registered 2,143 new cases.

FRO CLIENT TIP

If you pay child or family support, and do not have an employer or are self-employed, you must make your support payments directly to the Family Responsibility Office. You can do this in the following ways:

Pre-authorized debit (PAD) from your bank account

PAD allows us to deduct payments from your bank account automatically. You can get a PAD form online at www.ontario.ca/FRO or by calling your case contact at 416-326-1817 or toll free at 1-800-267-4330

Internet banking and telebanking

To set up support payments, contact your bank and add the Family Responsibility Office as one of your payees or bills. When prompted to enter your “account number,” enter your seven-digit FRO case number (it always starts with zero).

Cheques or money orders

Cheques and money orders must include your full name, seven-digit case number and be payable to: The Director, Family Responsibility Office. FRO does not accept post-dated cheques.

Mail payments to:

The Director, Family Responsibility Office

P.O. Box 2204

Toronto ON M5S 3E9

Note: The above address is for payments only. You can send other correspondence to:

Family Responsibility Office

Ministry of Community and Social Services

P.O. Box 220

Toronto ON M3M 3A3

Fax: 416-240-2401

DID YOU KNOW? – The Federal Indian Act

The Family Responsibility and Support Arrears Enforcement Act, 1996 is the provincial law that gives FRO the authority to collect and enforce spousal and child support.

However, the federal Indian Act may limit our ability to collect support payments. This is because the federal Indian Act protects property and income held on reserve by a Status Indian.

MYTHS AND FACTS:

myth: FRO cannot enforce my support order if I am a Status Indian.

fact: FRO will register and enforce a support order for a Status Indian. However, the way we collect support payments will depend on the Indian status of the people entitled to support.

HOW IT WORKS - Enforcing Support Orders Under the Indian Act

When the support payor is a Status Indian, our ability to collect and enforce the support order will depend on the status of the support recipient and any children. For example:

- when the support recipient and children are Status Indians, we can take enforcement action against the payor's property or wages earned on a reserve.
- when the support recipient or children are Non-Status Indians, we cannot take enforcement action against any property or income that the support payor holds on reserve. However, we can take other enforcement actions that do not involve property or income held on reserve. For example, we can:
 - issue a support deduction notice for off-reserve income
 - issue a Writ of Seizure and Sale against off-reserve property
 - suspend the payor's driver's licence, and
 - summon the payor to a Default Hearing.
- when the support recipient is a Non-Status Indian, and the children are Status Indians, we can act as a trustee on behalf of the support recipient for the funds collected from the payor to make sure that the children receive the support to which they are entitled.

THANKS TO FRO...

On December 12, 2011, a client wrote...

I want to let you know that if it wasn't for my case worker's attention to detail, most of the progress on my case wouldn't have happened. I hope that all your case workers are as dedicated to their cases as mine is. He has really helped me out and been very patient with me even in the hardest of times. Thanks again, may you all have a great and cheerful holiday.

The Family Responsibility Office (FRO) helps people meet their child and spousal support responsibilities. Every year, FRO handles approximately 180,000 cases, representing over 400,000 people, and collects approximately \$650 million in support payments. This bulletin is published every quarter and is available online at www.ontario.ca/fro.

How to Contact Us 24-Hour Automated Information Line

Tel: 416-326-1818
Toll-free: 1-800-267-7263

Call your case contact:

Tel: 416-326-1817
Toll-free: 1-800-267-4330
TTY: 1-866-545-0083
www.ontario.ca/fro